

24 OCT 1968

ADMINISTRATIVE - INTERNAL USE ONLY
RESIGNEE EXTERNAL ASSISTANCE

1. Call is received from employee for assistance. He is asked if his Personnel Office is aware of his outside interest. If not, individual is informed that service only available to those who have such approval. If he has ^{and} Cover, he is advised that his office should arrange a preliminary appointment with Cover. Also he is told that if these approvals are granted, he should prepare a draft of his Agency duties, seeking the assistance of his Personnel Officer if necessary.
2. When above has been complied with or will be, request file.

Government Assistance - General

1. File is reviewed when it comes in. If employee interested in government, check is made to see if he has Civil Service status. If so, and he is a professional, check is made to see if status obtained as a professional. If non-status, background is reviewed to ascertain appropriate Civil Service tests.
2. When preliminary review completed, employee is called to set up an interview.
3. Assistance is given in the preparation of Form 171, and arrangements are made for necessary clearances. If employee has status, copies of necessary documentation for his use are made. If he is now a professional and obtained status as non-professional, he is advised to file for any CSC examination for which he is qualified, explaining that, although this may not be necessary it is a precautionary measure as some government agencies require such certification from the Civil Service Commission. He is further advised that, unlike the non-status person filing for such an examination, he could be hired immediately for any vacancy and would not be required to wait for his name to appear in order on the Register.
4. Upon receipt of the approved Form 171, the status employee is advised of any existing vacancies in the competitive agencies and, where advisable, appointments are made for him. Where not advisable, he is merely furnished a list of suggestions including the actual vacancies. The same procedure applies to Excepted Agencies, which, like CIA, are excepted from the hiring procedures of the Civil Service Commission.
5. For those employees not having status, the appropriate Civil Service examinations are reviewed with them and instructions are furnished on the method of filing. If the employee expects to be

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with the Agency when the ratings are received, he is advised to notify EEAB to this effect and then information on current vacancies and other suggestions will be furnished to him. If the employee expects to leave before receipt of the rating, he is given general information on government agencies that might utilize his background.

6. Both status and non-status personnel leaving the area are given lists of government agencies in their prospective areas. The non-status who have taken a test in Washington are advised of the procedure for transferring their eligibility to the new location.

Private Industry Assistance - General

1. Assistance is given in filling out a Personal History Summary and arrangements are made for necessary clearances. It is suggested that the employee file with the United States Employment Service, as they do have some private industry listings. In addition, he is shown reference material in EEAB listing Washington business establishments by categories, current newspaper clippings are reviewed with him and the needs of the individual are kept in mind as any new material is received in EEAB.
2. If the employee is leaving the area, he is advised to file with the State Employment Service upon arrival and, in addition, he is referred to material in EEAB which lists firms in the new location.

Government Assistance - Pool Disqualifications

This group of referrals is explained separately because they usually have just two weeks to obtain employment. Therefore, time is of the essence if they are to have a new position upon Agency termination.

1. A Secretary Stenographer/Clerk Typist test is given every day at the Civil Service Commission. The rating may be picked up late the same day the test is given, or be mailed out that evening. Because of the shortage of this category of personnel in Washington, if one passes the test at all, any percentage rating over 70% can be reached on the Register. If the employee passes the test the first time, there is usually no problem in obtaining a position for her to report to within the two week period. Where the circumstances of case allow, appointments are made for interviews. Otherwise a few government leads are furnished to the individual and she is responsible for making the appointments. In both cases, however, there is an exchange of phone calls between the employing agency, EEAB and the employee, which includes furnishing the necessary personnel data to the employing agency.

2. For clericals with no typing or shorthand, a vacancy is sought in an excepted agency and, in addition, information is furnished on the Clerk and/or Junior Federal Assistant examination. Unlike the

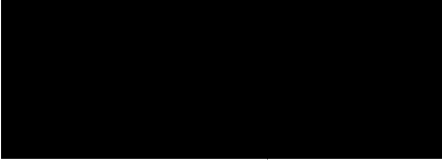
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Secretary/Steno/Typist test, these are given on an appointment basis, and the rating is not received for two or three months after the test. For clericals therefore it is usually necessary to resort to assistance in private industry.

Private Industry Assistance - Pool Disqualifications

Few of the pool disqualifications require a Personal History Summary. They are given guidance in filling out employment applications and are given the name of an EEAB Counsellor for reference purposes. The same suggestions listed in Private Industry Assistance - General are used. However, due to the age and inexperience of the pool disqualifications, more concentrated guidance is given.



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ANSWERING WRITTEN INQUIRIES ON PRESENT OR FORMER STAFF EMPLOYEES

1. Employment inquiries, (printed forms and letters from private industry, Civil Service Commission Questionnaires and miscellaneous government employment information requests) are referred to EEAB on employees who are now receiving or have ever received external assistance. Also inquiries on SAS cases and non-routine matters are referred to EEAB. The following is the procedure upon receipt of the inquiry:
 - (1) If Cover is involved and no "opening" memo is on file, appropriate Cover Officer is called. In most cases, Cover advises that employee can be surfaced. In the unusual case where he is not, instructions furnished by Cover are followed.
 - (2) If there is an SAS memo in the file, a thermofax copy of inquiry is filled in and sent to SAS with suggested reply for their approval correction or additions. Approved copy is then returned for EEAB typing and dispatch.
 - (3) On ordinary inquiries, the file is reviewed to ascertain if inquiry can be answered from information contained therein. If it cannot, the supervisor is called or, in his absence, the appropriate Personnel Officer. On simple inquiries, the information can be furnished by phone. On the longer and more inclusive ones, a thermofax copy is sent to the supervisor or Personnel Officer to fill in and return to EEAB for final typing and dispatch. Whenever EEAB has actually assisted an employee, an extra copy is made and filed in the individual's EEAB folder.

ANSWERING WRITTEN INQUIRIES ON CONTRACT EMPLOYEES

1. The above procedure is followed for contract employees. However, the expenditure of time and effort is much greater to achieve the end result. One can call Contract Personnel for a file in true name and there is no record, simply because they do not have a complete cross reference of pseudos. To finally track down the pseudo and the file may take as many as four phone calls.
2. After receipt of the file, the Cover situation comes up. Not all, but in most cases the problem on the inquiries is with former-overseas contract relatives, who had no cover themselves but who non-officially assumed the Cover of their relative, and who either were not properly briefed or who have forgotten their briefing. As an illustration, an inquiry may come in to CIA, Washington, D.C. from the Federal Records Center in St. Louis. It has been sent to them from a government agency asking for the personnel file on

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the individual. As they have no record, they refer the inquiry to CIA. The contract employee may have stated she was employed [REDACTED], which of course [REDACTED] on is referred to Cover. They must check out the husband's file, his present status, etc. and then advise EEAB if the wife will be acknowledged as an Agency employee. In the usual case this is done. In the unusual Cover/and or Security may take over completely, or furnish instructions to EEAB.

3. If the employee may be acknowledged, the inquiry can usually be answered from information in the Contract File. However, in cases where an evaluation is required, the Division Contract Officer must be contacted, as rarely is there a Fitness Report in a contract file. A few phone calls are usually required to obtain the necessary information.

Conclusion: A large portion of this work would be eliminated if:

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INVESTIGATORS - REVIEW OF FILES

1. Investigator calls in requesting a file be ordered. - At that time he mentions whether he only wishes information to be furnished to him from the file or if, in addition, he wishes to interview a supervisor and co-worker.
2. File is ordered.
3. If, when file is received, it contains an SAS memo from [REDACTED] office, a consultation is held with that office before any further steps are taken. Also if the file does not indicate that Cover held by the employee has been lifted, this is checked out with CCS. Instructions received in each of these instances are followed.
4. The normal routine, unless exceptions have been specified by SAS or Cover, is then to review the file and type required information on a card which is held for permanent retention by EEAB.
5. To comply with the request for an interview with a supervisor, who, in turn, will furnish the name of the co-worker, the supervisor listed on the most recent Fitness Report is called. He is advised that EEAB acts as a liaison between government investigators and our employees. He is then asked permission to furnish his name and number to the Investigator. Depending upon circumstances, this may result in the substitution of someone else who has known the employee in a supervisory capacity. In some cases, there is no one available. This can be (1) because of the length of time that has elapsed since the person was employed by the Agency; (2) the transitory nature of some of our employees; or (3) Cover or Security reasons. In such cases, the investigator is advised that "no one is available." Naturally, an effort is made to cut this response to a minimum due to the fact that the Agency wishes to cooperate with the investigative services whose cooperation our Security investigators need to perform their duties.

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Many of the files reviewed for the FBI are labeled "White House Priority" as they are for present employees being detailed to the White House or former employees either working or being considered for White House appointments. When files are reviewed for the FBI, it is necessary to attempt to contact a supervisor for each different assignment that the employee or former employee has held. The time and effort consumed in this operation is naturally dependent upon the number of years worked and the number of assignments held.

6. Interview is held. The investigator is not shown the file, but his questions are answered by the EEAB counsellor, most of which are anticipated and are contained on the EEAB file card mentioned in 4 above. Names and phone numbers of supervisors are furnished to the investigator and he makes his appointments at their convenience.

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INVESTIGATORS - INTERVIEWS WITH CIA PERSONNEL
WHO HAVE BEEN GIVEN AS REFERENCES BY FRIENDS
AND ACQUAINTANCES

1. Investigators call in regularly with the name of a CIA employee who has been listed as a reference by a friend or acquaintance.

2. The EEAB counsellor obtains the phone number, calls the individual explaining that EEAB acts as a liaison between government investigators and our employees, and advises him of the name of the person who has listed him as a reference, asking permission to furnish his number. (This procedure is followed because of the many complaints received from Agency employees, who were shocked and sometimes upset, to have an individual from the "outside" call them directly for an interview in the Agency.)

3. When clearance is obtained to furnish the number, it is given to the investigator who sets up his interview. Usually, there are no problems but sometimes there are. In those cases, the individual checks with his Cover or Security office and instructions received are followed by EEAB.

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